

Message

From: flagcaseadvisor [GRO]
on behalf of flagcaseadvisor <[GRO]> [GRO]
Sent: 23/03/2017 13:58:35
To: Thomas P Moran [GRO]; Mark Ellis [GRO]; Neil Ennis [GRO]; Peter D Johnson [GRO]; Gayle A Peacock [GRO]; Anne Allaker [GRO]; Patrick Bourke [GRO]; Mark Siviter [GRO]; Martin Kearsley [GRO]
CC: Kevin Gilliland [GRO]
Subject: FOR ACTION: ECT 1723/16(JW) Martin Summers, Postmaster Feedback due: asap please but no later than 29 March 2017 Case signatory: TBC
Attachments: ECT 1723-16 Summers M D Mr.pdf

**POST OFFICE LTD****CHIEF EXECUTIVE'S CORRESPONDENCE TEAM**

INFORMED, OPEN HONEST RESPONSES TO OUR CUSTOMER help us all make sure we provide each and every customer with a consistent and professional service at every point in their journey.

CASE REF NO: ECT 1723/16 DATE MAIL RECEIVED BY ECT: 22 March 2017

DEADLINE FOR FEEDBACK TO ECT: asap please but no later than 29 March 2017

CUSTOMER DETAILS: Martin Summers

SUBJECT: Horizon/Training/NBSC contact/Financial/Stock/Mails

BRANCH NAME: Whitchurch BRANCH CODE: 343539

FOR THE SIGNATURE OF: TBC

Crucially you are responsible for commissioning and co-ordinating all information and responding in full within five working days.

Hi all

Please find attached letter that has been sent to Paula Vennells. We have also received an emailed copy and previously this Postmaster contacted POL via our 'One' medium.

Apologies for the wide circulation but I would really appreciate some guidance on this one given the content of the letter with multiple issues raised although mainly centred on Horizon/Legacy issues. As this is a local it's supported by BSST so no direct visit – do you think in the circumstances contact from a Senior Manager in POL would be appropriate

and possibly appreciated by this Postmaster who clearly wants to make a success of his venture but feels he has had little support from POL – please advise.

Please reply to:

Janet

ECT

N.B. Should you have any problems meeting this deadline or need to discuss further, please contact the CHIEF EXECUTIVE'S CORRESPONDENCE TEAM at

Flag Case Fact Sheet: The information contained in this sheet will be used to prepare the final response and will be shared with the signatory. It may also be recalled in any FOI enquiry.	
Background information & actions taken This should include details relating to customer complaint. (what went wrong/why it went wrong/ what has been done about it)	
Additional Information: Please supply any additional information - including any In Commercial Interest or In Confidence, which may assist in completing response or provide a better understanding to the background. Also advise if information can be used in response.	
Information supplied by:	